

RADIO TELEPHONE OPERATOR

DEFINITION:

Under immediate supervision, to operate radio consoles handling both routine and emergency status calls; to monitor various County security, fire alarms, and alarm systems; to receive, disseminate, and/or relay various information via closely with fire, law enforcement and other emergency services agencies; and to perform related work.

DISTINGUISHING CHARACTERISTICS:

This is the entry - level classification in the radio telephone operator series. It is distinguished from the next higher level, the Senior Radio Telephone Operator (the journey level class) in that it has no supervising watch responsibility on a shift except in cases of emergency and as assigned.

EXAMPLES OF DUTIES:

Operates any of several radio consoles receiving and transmitting voice message, both routine and emergency; relays messages by radio and/or telephone; maintains log of calls received and transmitted; disseminates telephone calls to proper office during normal working hours; monitors fire and security alarms, maintains security logs, notifies responsible party in event of alarm; coordinates and/or relays emergency messages between any of several ambulance companies and hospital emergency rooms, including paramedic units; on a backup basis, dispatches county volunteer fire units and maintains status for fire and fire fighting units, maintains pertinent logs pursuant to fire operations; coordinates telephone communications for county mountain rescue units and requesting party; disseminates appropriate information to public as County answering service after hours, on weekends, and holidays; performs all clerical related duties.

MINIMUM QUALIFICATIONS:

General Knowledge of:

- Emergency facilities and agencies in the County.
- Operation of the County's microwave system.
- FCC Regulations related to the communications center operation.
- County roads and sanitation and water districts.

Skills and Abilities to:

- Operate a two-way radio console.
- Communicate effectively, both orally and in writing.
- Demonstrate interpersonal and public relations.
- Make effective decisions under emergency and pressure situations.
- Learn County organization and functions.

EDUCATION/EXPERIENCE:

Education, training, and/or experience, which demonstrate possession of the knowledge and skills listed above. Examples of such education/experience are: One (1) year of work experience in radio communication dispatching in law enforcement, fire, military or local government.

SPECIAL NOTES, LICENSES, OR REQUIREMENTS:**Character:**

Applicants must have a reputation for honesty and trustworthiness. Felony law violation CONVICTIONS will be disqualifying. Misdemeanor CONVICTIONS depending on number, recency and severity, may be disqualifying.

Certification:

A typing certificate (original) of at least 30 net WPM is required at time of application.

Working Conditions:

The incumbent is subject to 24-hour call back.